



SC Department of Employment and Workforce

NEWS RELEASE

Media Contact:
Adrienne Fairwell
afairwell@dew.sc.gov
803-737-2645

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DEW Announces New Web Portal for Claimants

Claimants can file an initial claim, manage account, certify weekly without waiting in line

Columbia, SC...The SC Department of Employment and Workforce (DEW) today announced its new web portal for unemployment benefit claimants - mybenefits.dew.sc.gov. Created with the claimant in mind, the online portal has been designed to increase efficiency and improve both customer and self service for the state's jobless workers.

"To the extent possible, we want to remove the workload of processing initial unemployment claims from our local offices and use those available local office resources to help put people back to work," said DEW Executive Director John Finan. "This new portal will help us do that."

MyBenefits users can go online and register to obtain a username and password that would allow access to various DEW applications. Claimants will have access to do everything from filing initial claims, making weekly certifications, finding out the status of claims and determinations to changing the method of how benefits payments are received.

The web portal also allows instant access to the DEW's Virtual One-Stop (VOS) system where users apply for jobs online, and with the help of "Virtual Recruiter," can search the web for job opportunities matching their specified criteria.

Finan stated that the agency always seeks to increase satisfaction and improve accessibility to its services.

"The **MyBenefits** web portal permits electronic two-way communication between the agency and the claimant allowing faster, more accurate data gathering that might be needed to more quickly process claim information," said Finan.

The DEW announced the **MyBenefits** portal is yet another way the agency is making changes and progressing toward more accountability as well as improving and modernizing the way it does business.

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